



## **Portland Japanese Garden seeks Seasonal Full-Time Admissions Staff**

### **Position Overview**

The Admissions Department is overseen by the Assistant Operations Manager, who works closely with the Admissions Supervisor. The Admissions Department is responsible for providing exceptional customer service, cashiering, and general reception for the Garden. The Admissions Staff members will report directly to the Admissions Supervisor. This position is a seasonal, full-time position consisting of 32-40 hours per week and continues through October.

### **Description of Duties**

- Welcome guests and process general admission sales
- Adhere to all cash handling policies and procedures
- Maintain a high level of accuracy when processing and handling the Garden's assets
- Enforce Garden policies and etiquette
- Assist visitors with local area questions (i.e., parking, directions, restaurant suggestions)
- Perform light maintenance in and around Admission Gates and staff areas (i.e., sweeping, washing windows, dusting)
- Serve as a positive ambassador for the Portland Japanese Garden
- Assist with event staffing as needed
- Assist with processing new and renewal memberships, and providing customer service to members
- Other duties as assigned

### **Other Responsibilities**

- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code and wear Garden uniform
- Familiarize oneself with the organization
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork and creating an atmosphere of open, honest, two-way communication

### **Qualifications**

- At least two years customer service experience
- At least one year Cash handling and POS experience

### **Special Requirements**

- Must be able to work in all types of weather conditions
- Must be able to sit, stand and/or walk for several hours
- Must be able to lift 30-40 lbs.
- Flexible schedule with the availability days, evenings and weekends as required
- Reliable, positive, cooperative, team-oriented attitude

### **Compensation**

- \$13.50 per hour

### **Applications**

To apply, please email your cover letter, resume (no more than two pages), and list of three references to [humanresources@japanesegarden.org](mailto:humanresources@japanesegarden.org) with "Seasonal Admissions Staff" as the subject line. Please no phone calls, mailed, or hand-delivered applications. Applications will be accepted until the position is filled.

All submitted applications will be held in confidence.

### **Organization Overview**

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. Founded in 1963 and nestled in Washington Park above downtown Portland, Oregon, the Garden is one of the most important Japanese cultural institutions in North America. 400,000 visitors annually visit this national treasure and participate in its art, cultural, and educational programs. The Garden strives to provide every visitor with an inspiring experience of the beauty and tranquility of the Japanese garden art form. At the same time, the Garden is at the beginning point of engaging diverse audiences to expand their understanding of Japan and themselves. Formal and informal education and cultural programs are offered so that visitors of any background or age will find something that is personally meaningful to them. First-of-a-kind art exhibitions focused on Japanese arts, artists, and craftsmanship illuminate cross-cultural dialogue and understanding of the Japanese garden as an art form.

An expansion of educational and visitor facilities has long been needed because the Garden's original facilities were designed for 30,000 visitors/year. Internationally renowned Japanese architect Kengo Kuma has designed a Cultural Village with new educational and visitor facilities and a new entry area on SW Kingston. Garden Curator Sadafumi Uchiyama has designed new garden areas to surround the Village and entry area. Construction of this Cultural Crossing project began in September 2015 and completed April 2017. As part of this project, the Garden has also launched a comprehensive training program for Japanese garden professionals and amateurs, the Japanese Garden Training Center.

The Garden has a year-round staff of 80+ FTE's and 20+ seasonal staff supplemented by over 300 volunteers. It is an exciting time at the Portland Japanese Garden – a time to help this historic organization set the course for a successful next 50 years with expanded facilities and programs.